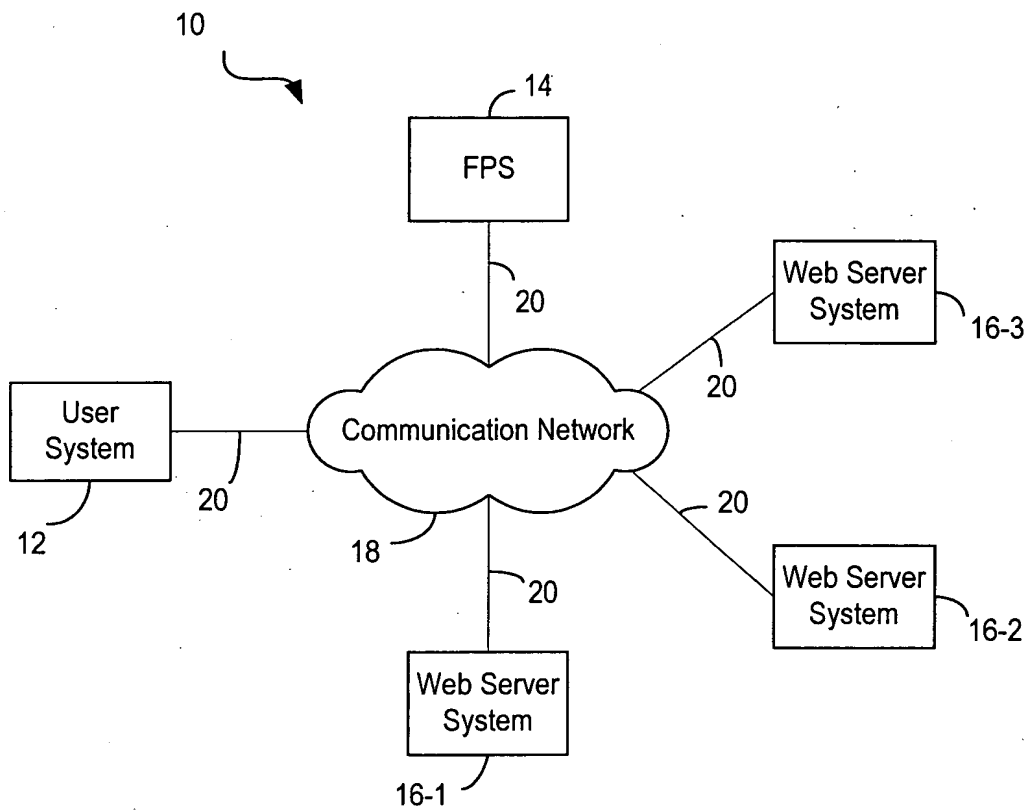


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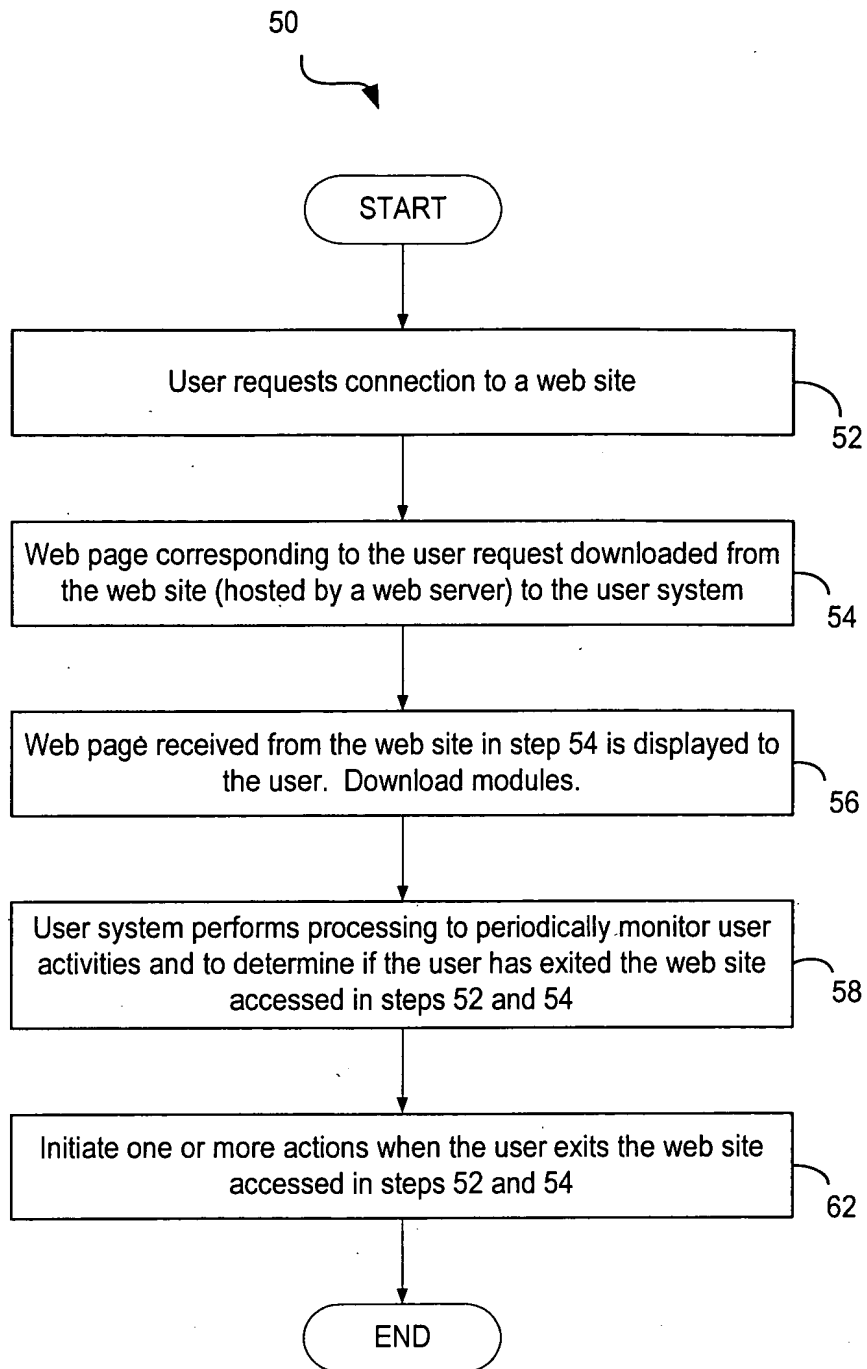


**Fig. 1**

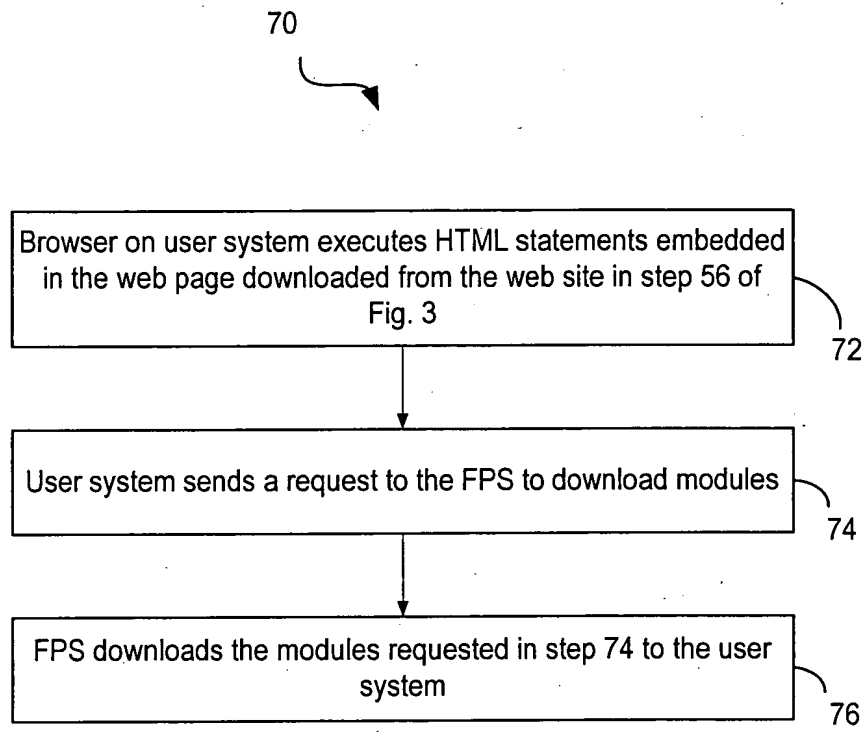
The diagram illustrates a Computer System 24. It features a central Bus Subsystem 26. Connected to this bus are several components: Processor(s) 28, a Network Interface 30, and User Interface Output Devices 32. The Storage Subsystem 36 is also connected to the bus and contains a Memory Subsystem 38 (which includes ROM 40 and RAM 42) and a File Storage Subsystem 44. User Interface Input Devices 34 are connected to the system. The Network Interface 30 is connected to a Communication Network 18.

**Fig. 2**

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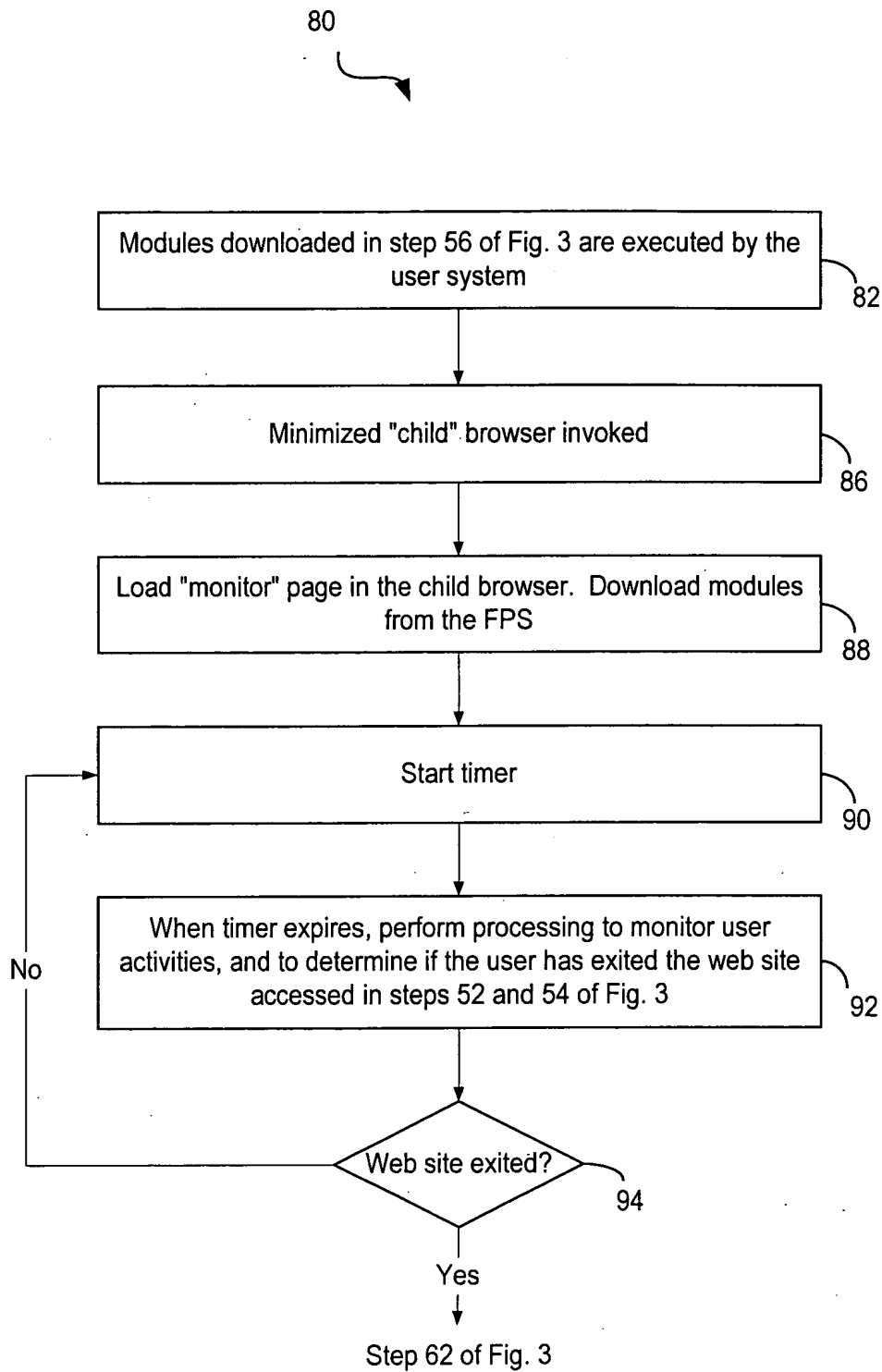


**Fig. 3**

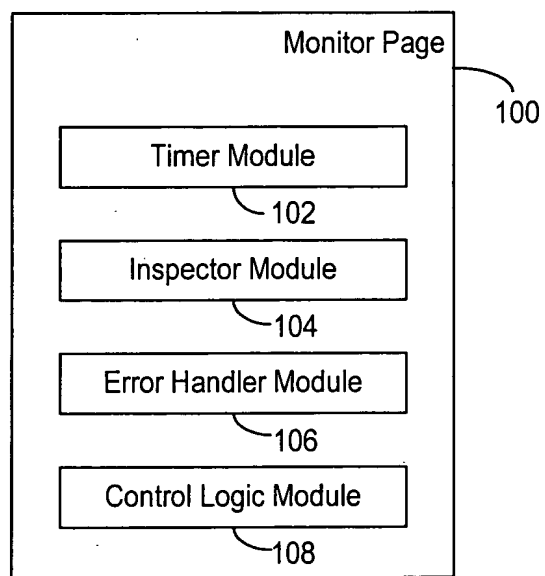


**Fig. 4**

09662858-091300

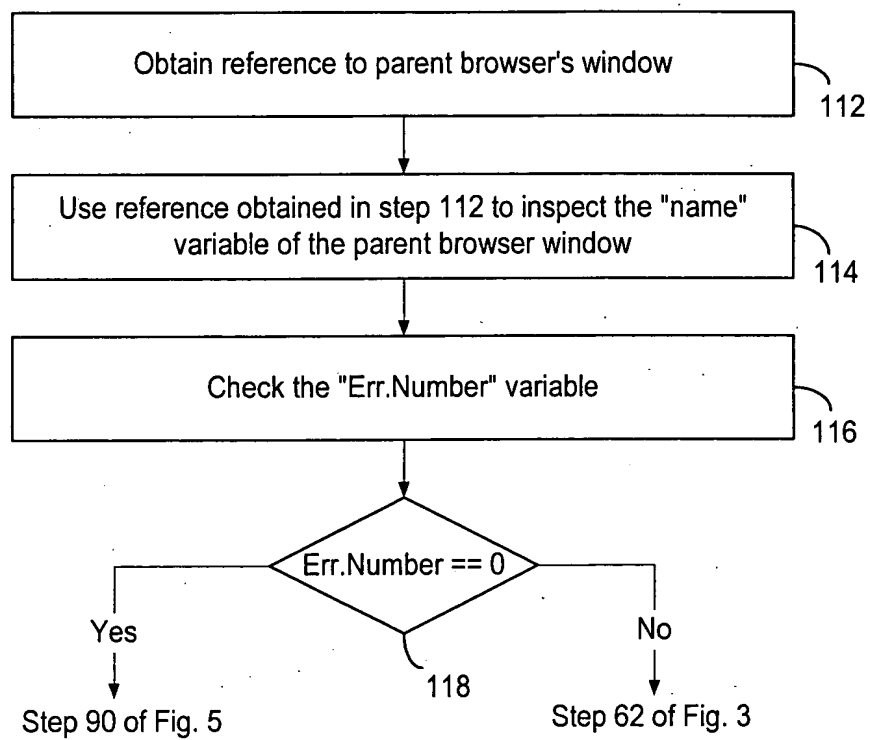


**Fig. 5**



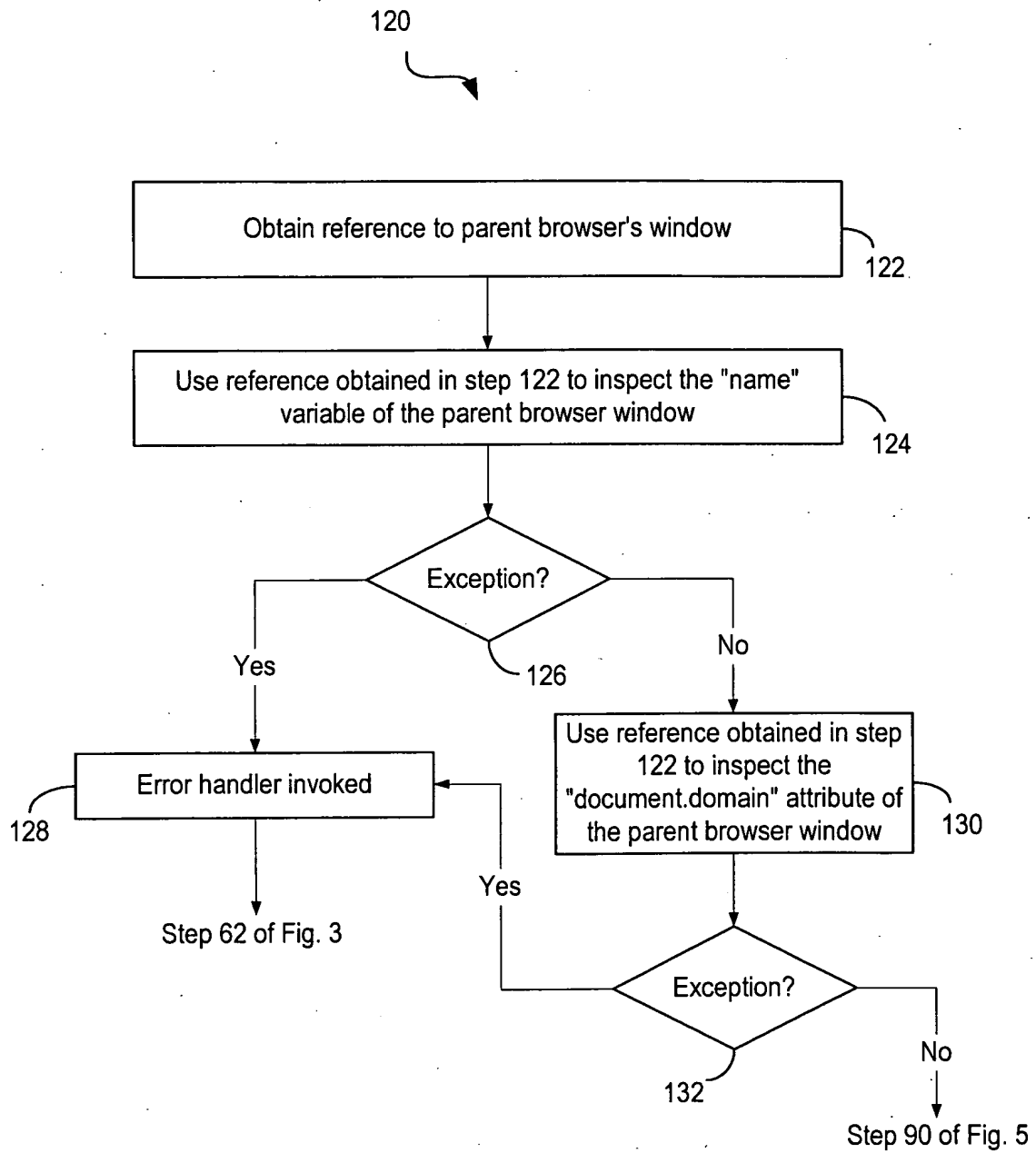
**Fig. 6**

110



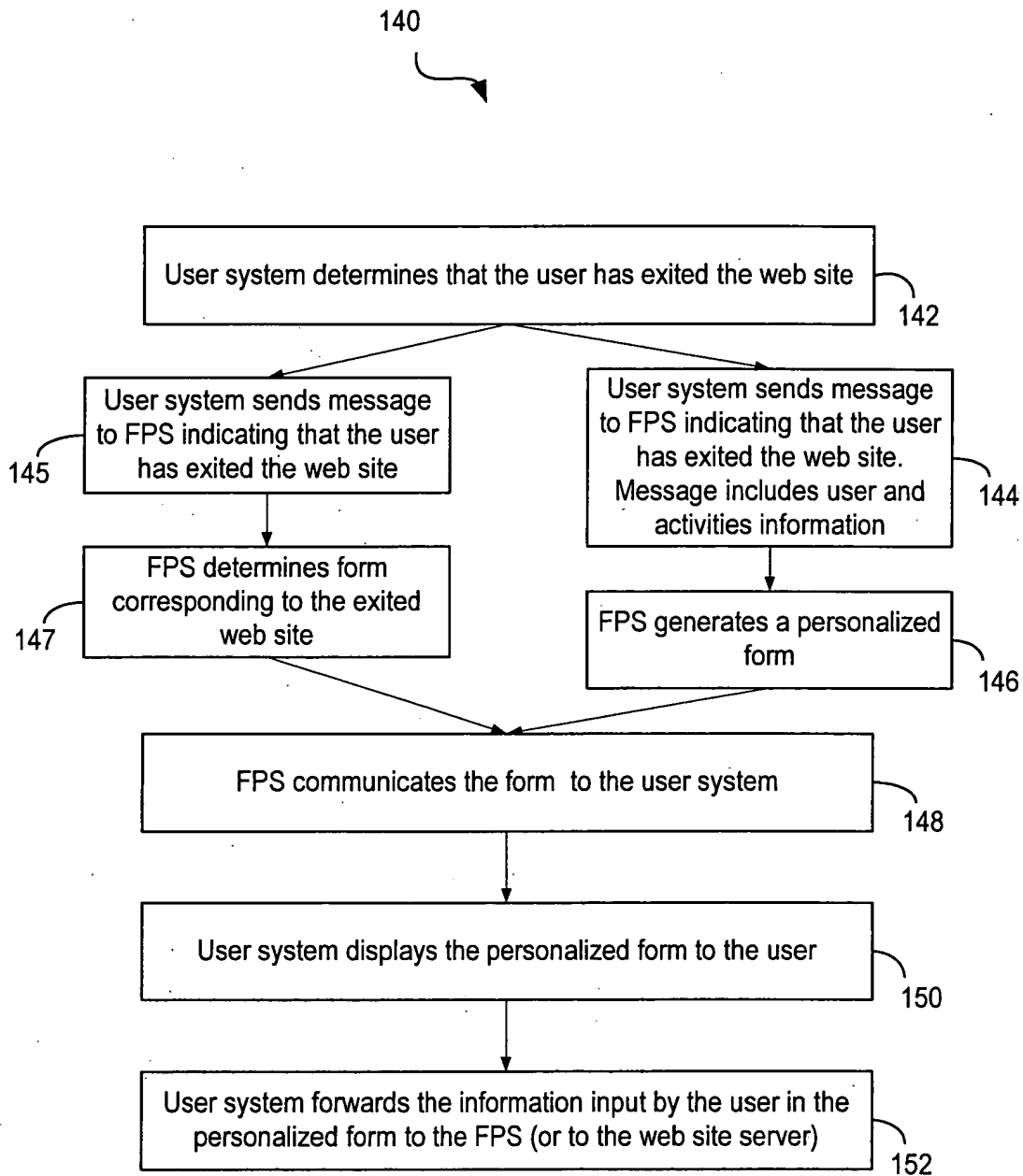
**Fig. 7**

09062858-091300



**Fig. 8**





**Fig. 9**

Thank you for taking a few moments to respond to our survey. We would like to ask you a few questions about your involvement with property and casualty services. The survey should only take 3-5 minutes of your time

1) Is your company:

- ☐ Insurance related
- ☐ Non-Insurance related

2) Which of the following best describes your insurance-related company?

- ☐ Insurer
- ☐ Reinsurer
- ☐ Program administrator
- ☐ Agent/Broker
- ☐ Managing general agent
- ☐ Consultant
- ☐ Claims administrator
- ☐ Service provider
- ☐ Insurance hardware, software provider
- ☐ Academia
- ☐ Trade Association/Professional Society

3) Which of the following best describes your role?

- ☐ Agent/Broker
- ☐ Insurance company executive, staff, manager
- ☐ Claims/Loss control professional
- ☐ Technical support vendor

4) Which industry associations or societies do you belong to? (check all that apply)

- ☐ National Association of Independent Insurers
- ☐ Independent Insurance Agents Of America
- ☐ National Association of Professional Insurance Agents
- ☐ Insurance Accounting and Systems Association
- ☐ CPCU Society
- ☐ Insurance Information Institute
- ☐ Insurance company association (such as American Insurance Association (AIA), National Association of Mutual Insurance Companies, or Alliance of American Insurers, for instance)

5) Why do you visit AcmeInsurance.com? (check all that apply)

- ☐ Gather insurance product information
- ☐ Search for new insurance services
- ☐ Research technical and regulatory information
- ☐ Search the industry directory

Fig. 10A

- ☐ Read daily news updates
- ☐ To read about electronic distribution issues
- ☐ To read about federal legislation and regulatory agency actions
- ☐ Buy products or services (Infostore, books)
- ☐ Learn of events
- ☐ Get training information
- ☐ Career center

**6) In what ways do you deliver your message to customers? (check all that apply)**

- ☐ Direct mail
- ☐ Corporate client activities
- ☐ General image advertising
- ☐ Direct response ads
- ☐ TV/Radio advertising

Fig. 10 B